

Senior Operations & Asset Manager, Telecom Solutions

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Company: CrossBoundary

Location: Nigeria

Category: other-general

Senior Operations and Asset Manager - Telecom Solutions CrossBoundary Energy About the Firm CrossBoundary Energy (CBE) is the leading provider of clean, renewable, reliable, and affordable electricity directly to African businesses. According to World Bank data, access to reliable and affordable electricity is the most significant constraint on economic growth on the continent. CBE addresses this challenge by providing African corporates with fully financed renewable power. Through this approach, we are building a disruptive, distributed, renewable utility that can unlock sustainable growth in Africa. We are already making rapid progress towards our vision. CBE is currently delivering a portfolio of over \$500M of solar, wind, and storage projects for businesses across Africa and around the world. Our clients include Actis, Diageo, Heineken, Rio Tinto, Syrah Resources, Unilever, and other leading regional companies. But most of our potential impact still lies ahead of us. Now CBE needs your help to convert Africa's largest industries to cleaner, cheaper, and more reliable power. Learn more at www.crossboundaryenergy.com . CrossBoundary Energy is a member of the CrossBoundary Group, a mission-driven investment firm committed to unlocking the power of capital for sustainable growth and strong returns in underserved markets. Learn more at www.crossboundary.com . Job Description CrossBoundary Energy is recruiting a full-time Senior Operations and Asset Manager (equivalent to a Regional Operations Manager or Field Services Director) to build and lead the asset management function for TESCO projects across Africa, and in particular Nigeria. The pool of assets in the planned portfolio consists of hybrid (renewable, battery, grid and diesel generator) power systems installed across digital infrastructure sites providing Mobile Network Operators and Tower Companies

with reliable, cheap and renewable power. She/he is responsible for operating and maintaining all assets to maximise power availability and the return on investment of the Assets. The Operations and Asset Manager will lead the Operations and Maintenance (“O&M”) of all energy assets in the field, as well as for specific pieces of passive infrastructure at each Base Transceiver Station (“BTS”). The Asset Manager will also have responsibility for the security of all sites and assets, the haulage and supply of Diesel to sites, and management of the Network Operations Centre. The role will also include the structuring, growing and managing of a team in line with the growth of the portfolio.

Who We Are CrossBoundary operates in frontier markets that also hold immense investment opportunities. The chosen candidate will play an important role in a unique team with the opportunity to make a large impact on the renewable energy landscape in Africa. Team members come from diverse backgrounds, but share a number of qualities: curiosity, humility, integrity, a drive for excellence, and a bias for action.

Who You Are

- Self-starter:** You don’t wait to be asked to add value. When faced with an impasse, you convene the subject-matter experts you need to find a way forward. You hold yourself personally accountable for brokering solutions where authority is unclear.
- Deliberate:** You are straightforward and known for choosing the simple, robust solution where more complicated approaches would deliver the same results. Your colleagues praise you for translating complex inputs into a plan of action.
- Entrepreneurial:** You want to work out how new technologies can be used to optimize our work and enable us to create robust products
- Excellence:** You demonstrate and maintain the highest personal standards, continually pursuing opportunities for improvement. You are not afraid to get your hands dirty to untangle a complex issue
- Flexibility:** You are comfortable with ambiguity and effective in a fast-moving and complex environment that does not have a fixed rule book. You identify opportunities where control or processes are needed, or where creative problem solving is required and take the necessary action
- Collaborative:** You are eager and willing to train up colleagues, contractors and stakeholders to consistently deliver excellent work
- Curiosity:** You distill the signal from the noise, and assist others to generate creative solutions by looking at problems from new perspectives.
- Authentically Cares:** You are patient and skilled at developing relationships with clients, suppliers, and teammates to consistently deliver excellent outcomes
- Clear Communicator:** Excellent written and verbal communication skills; crisp, clear, concise, and persuasive communicator that can connect with a broad range of audiences

Primary Responsibilities Responsible for leading and managing the technical and commercial performance of CBE’s operating portfolio of

TESCO projects in Nigeria Management of O&M subcontractors and partners, ensuring work is executed on time and to the highest standards Responsible for meeting MTTR obligations for incident resolution, ensuring job tickets raised by the Network Operations Centre are closed within expected timelines, and to expected standards and quality Oversee the security of CBE and client assets, working with security companies and the client to build and execute robust security strategies and measures, under guidance from the Security Manager Responsible for timely delivery of fuel to sites as well as avoiding fuel theft. Management of subcontractor Engineering resources in the Client's Network Operations Centres with oversight of trouble ticket resolution processes from alarm to resolution Ensuring that all CBE Assets are maintained in compliance with Component Warranties Recruiting, training, and managing a team of Field Engineers that each have responsibility for a collection of site operations Monitoring, forecasting and ensuring sufficient stocks of spares are held within CBE warehousing, and that MSPs have sufficient consumable inventory to conduct preventative and corrective maintenance Ensure compliance of all statutory and contractual requirements for all projects in the operating portfolio Pursue cost reduction strategies, to exploit synergies and other opportunities to reduce costs and increase margins Interface regularly and effectively with the operations and finance teams to continue improving on the systems and processes required to manage the operating portfolio Qualifications Ideal candidate will have the following skills and qualifications: 8+ years relevant working experience 5+ years work experience in managing the operations and maintenance of a large portfolio of digital infrastructure assets within a Towerco or MNO Process Optimisation, continual improvement, and automation experience Experience managing the contracts and performance of multiple subcontractors Experience driving operational change in complex or stressful environments Experience working in Nigeria Experience with monitoring and control systems and management of Operations Centres Experience building teams and controlling costs through the introduction of technology Required skills and qualifications: Bachelor's engineering degree (mechanical/electrical/electronic) 5+ years work experience in operations, preferably in a TowerCo or Telco Demonstrated familiarity with hybrid power systems and energy as a service Experience managing the contracts and performance of multiple subcontractors Bachelor's degree in a relevant engineering field Demonstrated ability to independently supervise multi-stakeholder projects Clear effective communicator across diverse audiences Think you have what it takes but not sure you check every box? Research shows that while

men apply to roles when they meet an average of 60% of the criteria, women often only apply when they meet every requirement. If you're passionate about what we're building, we want to hear from you! Location Lagos, Nigeria Equal Opportunity Employer CrossBoundary is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements in the country where we operate. If you need assistance and/or a reasonable accommodation due to a disability during the application or the recruiting process, please send a request to our recruiting@crossboundary.com

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